

Subject: RE: Tierzero Case # 235860: EOC Down | 640 S. Olive St.

From: Tina Oh <toh@ccala.org>

Date: 09/29/2017 09:06 AM

To: Tierzero

<cases.ACCT24594.4921059_9446403_1001085.f7d4d4187c@cases.na2.netsuite.com>, "jose@crimsonit.com" <jose@crimsonit.com>, Elisabeth Cutler <ecutler@downtownla.com>

It seems like our phones are working...

From: Tierzero [mailto:care@tierzero.com]

Sent: Friday, September 29, 2017 9:05 AM

To: jose@crimsonit.com; Tina Oh <toh@ccala.org>; Elisabeth Cutler <ecutler@downtownla.com>

Subject: Tierzero Case # 235860: EOC Down | 640 S. Olive St.

 Image removed by sender.



Update for Ticket #235860 - "EOC Down | 640 S. Olive St."

Jose and Elisabeth,

We have opened a ticket with the underlying carrier. They are working to determine the cause of the issue. Would you like me to forward your phones in the meantime? If so, which numbers would you like forwarded where?

Regards,

John Dorwin
Tierzero Care.

[Click here to reply or update the Case online](#) (recommended)

Or you can just reply to this email.

Message History

-----Original Message-----

From: John Dorwin

Sent: 9/29/2017

Subject: EOC Down | 640 S. Olive St.

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Regards,

John Dorwin
Tierzero Care

-----Original Message-----

From: Elisabeth Cutler

Sent: 9/29/2017

Subject: EOC Down | 640 S. Olive St.

Hello John

Need an update on circuit status please

Sent from my iPhone

On Sep 29, 2017, at 6:38 AM, Tierzero <care@tierzero.com> wrote:

 Image
removed
by sender.



Update for Ticket #235860 - "EOC Down | 640 S. Olive St."

Downtown BID,

We received a call early this morning from Melvin saying that the phones are own. Upon looking at your circuit, it looks like the case of this is your EOC Internet connection being down. Please verify power to the CPE. If the CPE already has power, please reboot it as soon as you can

If you have any questions or issues, you can reply to this email or call us a 213-784-1397.

Regards,

John Dorwin
Tierzero Care.

[Click here to reply or update the Case online](#) (recommended)

Or you can just reply to this email.

Message History

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From: John Dorwin

Sent: 9/29/2017

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Regards,

John Dorwin
Tierzero Care

-----Original Message-----

From: S S C L L C

Sent: 9/29/2017

Subject: EOC Down | 640 S. Olive St.

17) Medium

Caller's Name: Melvin

Company Name: Downtown Center Business Improvemen

Phone #: 213-465-9646

Ticket Details: Phones Are Saying Url Call Is Disabled. We Have No Dial Tone. Not Able To Receive Or Make Calls

Trouble Ticket #: 235859

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You received this message because you are subscribed to the Google Groups "Care" group.

To unsubscribe from this group and stop receiving emails from it, send an email to care+unsubscribe@tierzero.com.

Tierzero | No-hassle Phones and Data

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Tierzero | No-hassle Phones and Data

~WRD000.jpg

Attachments:

~WRD000.jpg

823 bytes